



 Departures

YOUR LONDON AIRPORT

Gatwick

MONTHLY
PERFORMANCE
REPORT

MARCH 2019

gatwickairport.com/performance

YOUR LONDON AIRPORT
Gatwick

At Gatwick we are committed to ensuring all areas of our business live up to the expectations of our passengers, our partners and our regulator. As part of this commitment we publish monthly reports which we have now brought together into one easy to follow report.

You can view or download these reports at any time at gatwickairport.com/performance

If you have any comments or feedback to help us improve please send them to passenger.experience@gatwickairport.com

CONTENTS

Core Service Standards



Airline Service Standards



Special Assistance Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



DOCUMENT HISTORY

MARCH 2019

Month of report	Published	Republished	Page reference	Metric	Reason for change
March 2019	April 2019	May 2019	21-22	Special Assistance statistics	6-monthly statistics for October to March now available

CORE SERVICE STANDARDS

MARCH 2019

YOUR LONDON AIRPORT
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departure lounge seating availability

Ease of finding a seat

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

NORTH TERMINAL	Target 3.80	Average score 4.02	March 2019 3.99
SOUTH TERMINAL	Target 3.80	Average score 3.93	March 2019 3.93



airport cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

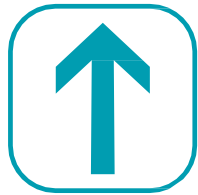
NORTH TERMINAL	Target 4.00	Average score 4.12	March 2019 4.13
SOUTH TERMINAL	Target 4.00	Average score 4.15	March 2019 4.16

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

MARCH 2019

YOUR LONDON AIRPORT
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airport wayfinding

Ease of finding your way around our airport

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

NORTH TERMINAL	Target 4.10	Average score 4.20	March 2019 4.18
SOUTH TERMINAL	Target 4.10	Average score 4.27	March 2019 4.28



airport flight information

Accuracy and ease of finding flight information

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

NORTH TERMINAL	Target 4.20	Average score 4.40	March 2019 4.39
SOUTH TERMINAL	Target 4.20	Average score 4.49	March 2019 4.50

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

MARCH 2019

YOUR LONDON AIRPORT
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waiting time at central security search

Percentage of time when passengers queued for 5 minutes or less

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

NORTH TERMINAL	Target 95.00%	Average score 97.02%	March 2019 97.30%
SOUTH TERMINAL	Target 95.00%	Average score 97.24%	March 2019 97.10%



waiting time at central security search

Percentage of time when passengers queued for 15 minutes or less

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

NORTH TERMINAL	Target 98.00%	Average score 99.97%	March 2019 100%
SOUTH TERMINAL	Target 98.00%	Average score 99.99%	March 2019 99.96%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

MARCH 2019

YOUR LONDON AIRPORT
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waiting time at central security search

Instance where a single queue is measured at 30 minutes or more

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

NORTH TERMINAL	Target	0	Average score	0	March 2019	0
SOUTH TERMINAL	Target	0	Average score	0	March 2019	0



flight connections security search

Percentage of time when passengers queued for 10 minutes or less

This measure applies to 95% of core hours.

NORTH TERMINAL	Target	95.00%	Average score	99.82%	March 2019	100%
SOUTH TERMINAL	Target	95.00%	Average score	97.35%	March 2019	96.37%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

MARCH 2019

YOUR LONDON AIRPORT
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staff security search

Percentage of time when staff
queued for 5 minutes or less

This measure applies to 95% of core hours. North Terminal Staff performance calculated as average performance of both search areas.

NORTH TERMINAL	Target 95.00%	Average score 99.61%	March 2019 99.95%
SOUTH TERMINAL	Target 95.00%	Average score 99.79%	March 2019 99.34%



external control posts security search

Percentage of time when queue time
is 15 minutes or less

This measure applies to 95% of core hours.
Performance for the Northern Approach Gate.

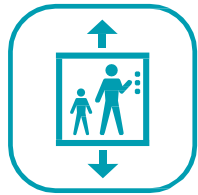
EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.92%	March 2019 99.70%
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

MARCH 2019

YOUR LONDON AIRPORT
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passenger sensitive equipment priority availability

Availability of priority equipment including lifts, escalators and passenger conveyors

This covers instances of equipment breakdown or unplanned maintenance affecting the availability of priority Passenger Sensitive Equipment (PSE) during core operational hours.

NORTH
TERMINAL

Target
99.00%

Average score
99.70%

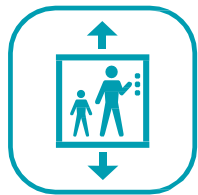
March 2019
99.49%

SOUTH
TERMINAL

Target
99.00%

Average score
99.52%

March 2019
99.30%



passenger sensitive equipment general availability

Availability of general equipment including lifts, escalators and passenger conveyors

This covers instances of equipment breakdown or unplanned maintenance affecting the availability of general Passenger Sensitive Equipment (PSE) during core operational hours.

NORTH
TERMINAL

Target
99.00%

Average score
99.68%

March 2019
99.47%

SOUTH
TERMINAL

Target
99.00%

Average score
99.67%

March 2019
99.47%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

MARCH 2019

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baggage outbound baggage process

Percentage of flights when bags are delivered to the airline ground handler 25 minutes or more before the scheduled time of departure

This is a **daily** event based measure; the score shown relates to the lowest daily performance

NORTH TERMINAL	Target 97.00%	Average score 99.89%	March 2019 99.93%
SOUTH TERMINAL	Target 97.00%	Average score 99.93%	March 2019 99.88%



baggage outbound baggage process

Percentage of flights when bags are delivered to the airline ground handler 25 minutes or more before the scheduled time of departure

This is a **monthly** average measure

NORTH TERMINAL	Target 99.00%	Average score 99.98%	March 2019 99.99%
SOUTH TERMINAL	Target 99.00%	Average score 99.99%	March 2019 99.99%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

MARCH 2019

YOUR LONDON AIRPORT
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airfield stand availability

Percentage of time when aircraft stands are available

Stand availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

NORTH TERMINAL	Target	Average score	March 2019
	99.00%	99.83%	99.97%
SOUTH TERMINAL	Target	Average score	March 2019
	99.00%	99.90%	99.99%



airfield jetty/airbridge availability

Percentage of time when aircraft jetties (airbridges) are available for aircraft boarding/disembarking

Jetty availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

NORTH TERMINAL	Target	Average score	March 2019
	99.00%	99.86%	99.97%
SOUTH TERMINAL	Target	Average score	March 2019
	99.00%	99.87%	99.96%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

MARCH 2019

YOUR LONDON AIRPORT
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airfield pier service

Percentage of time when stands with pier service are available as opposed to remote stands

This measure is based on the total number of passenger movements (arrivals and departures). If a passenger is able to walk into the pier, then the stand is classed as a pier served stand.

NORTH TERMINAL	Target* 94.00%	Average score 96.31%	March 2019 96.52%
SOUTH TERMINAL	Target 95.00%	Average score 98.29%	March 2019 98.15%



airfield fixed electrical ground power

Percentage of time when fixed electrical ground power (FEGP) units are available for aircraft

FEGP availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00. FEGP powers aircraft when on a stand allowing engines to be turned off.

NORTH TERMINAL	Target 99.00%	Average score 99.88%	March 2019 99.77%
SOUTH TERMINAL	Target 99.00%	Average score 99.91%	March 2019 99.98%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

*By agreement with the airlines, the target for North Terminal pier service has been reduced from 95% to 94% for the period 1 November 2018 to 31 October 2019.

CORE SERVICE STANDARDS

MARCH 2019

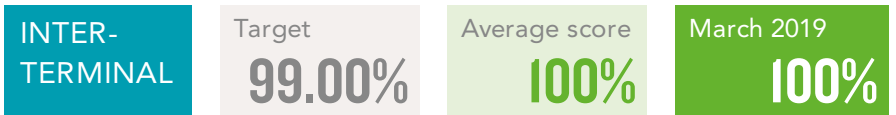
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inter-terminal shuttle one shuttle available

Percentage of time when one shuttle with a minimum of one car is available

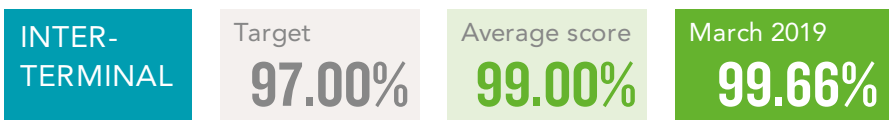
Core hours vary dependent on agreed maintenance periods.



inter-terminal shuttle two shuttles available

Percentage of time when two shuttles with a minimum of one car each are available

Core hours vary dependent on agreed maintenance periods.



Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

MARCH 2019

YOUR LONDON AIRPORT
Gatwick



arrivals baggage reclaim carousels

Availability of our baggage reclaim carousels for arriving flights

For information on the arrivals baggage performance please refer to the Airline Service Standards section of this report.

NORTH TERMINAL	Target 99.00%	Average score 99.93%	March 2019 99.98%
SOUTH TERMINAL	Target 99.00%	Average score 99.92%	March 2019 99.95%



aerodrome congestion term

An event occurs which is the responsibility of the airport or its agents which causes an impact in terms of a number of aircraft movements lost or deferred

AIRPORT OVERALL	Target 0	Average score 0	March 2019 0
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

AIRLINE SERVICE STANDARDS

MARCH 2019



small/medium aircraft baggage performance

Target time for small/medium aircraft – last bag delivered within 35 minutes

Time from the 'on-chocks' time supplied by the airlines' handling agents to delivery to the baggage carousel.
Airlines achieving 95% or higher are considered to have met the target successfully.

AIRPORT OVERALL	Flights within target time in March 2019
SMALL/MEDIUM AIRCRAFT	96.20%

AIRLINES 1-10 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
easyJet DHL	3,553	98.25%	Aer Lingus MENZIES AVIATION	185	98.38%
British Airways GATWICK GROUND SERVICES	1,290	96.43%	Aurigny AURIGNY HANDLING	179	98.88%
Norwegian RED HANDLING	775	99.10%	TUI Airways AIRLINE SERVICES	110	56.36%
Ryanair MENZIES AVIATION	315	100%	TAP Portugal MENZIES AVIATION	107	89.72%
Vueling MENZIES AVIATION	271	95.20%	Turkish Airlines AIRLINE SERVICES	103	68.93%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours:

0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal. 15

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
Gatwick

MARCH 2019



small/medium aircraft baggage performance

Target time for small/medium aircraft – last bag delivered within 35 minutes

AIRLINES 11-21 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Flybe AIRLINE SERVICES	80	100%	Ukraine International Airlines MENZIES AVIATION	35	94.29%
Iberia Express MENZIES AVIATION	60	88.33%	Rossiya Airlines DNATA	31	100%
Air Europa MENZIES AVIATION	58	91.38%	Air Malta AIRLINE SERVICES	30	100%
airBaltic AIRLINE SERVICES	57	100%	WOW Air AIRLINE SERVICES	29	93.10%
#N/A DHL	40	100%	Air Arabia Maroc MENZIES AVIATION	23	95.65%
Titan Airways MENZIES AVIATION	39	35.90%	All other airlines	126	84.92%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal. 16

AIRLINE SERVICE STANDARDS

MARCH 2019



large aircraft baggage performance

Target time for large aircraft – last bag delivered within 50 minutes

Time from the 'on-chocks' time supplied by the airlines' handling agents to delivery to the baggage carousel.
Airlines achieving 95% or higher are considered to have met the target successfully.



AIRLINES 1-10 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
British Airways GATWICK GROUND SERVICES	341	98.53%	Emirates DNATA	92	98.91%
Norwegian RED HANDLING	267	100%	Vueling MENZIES AVIATION	78	100%
Thomas Cook Airlines MENZIES AVIATION	167	88.62%	Qatar Airlines SWISSPORT	72	100%
Virgin Atlantic SWISSPORT	154	92.21%	WestJet AIRLINE SERVICES	44	100%
TUI Airways AIRLINE SERVICES	143	93.71%	Icelandair MENZIES AVIATION	35	100%

AIRLINE SERVICE STANDARDS

MARCH 2019



large aircraft baggage performance

Target time for large aircraft – last bag delivered within 50 minutes

AIRLINES 11-21 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Air Transat SWISSPORT	31	100%	Air China MENZIES AVIATION	13	100%
Level Airlines MENZIES AVIATION	25	100%	RwandAir AIRLINE SERVICES	13	100%
Cathay Pacific DNATA	24	100%	WOW Air AIRLINE SERVICES	7	100%
easyJet DHL	21	100%	Wizz Air MENZIES AVIATION	7	100%
China Airlines DNATA	18	100%	Titan Airways MENZIES AVIATION	5	100%
China Eastern DNATA	14	100%	All other airlines	14	100%

AIRLINE SERVICE STANDARDS

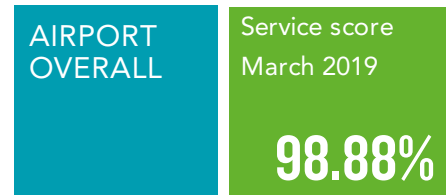
MARCH 2019



waiting time at check-in

Percentage of time when passengers queued for 30 minutes or less

The waiting time is the delay imposed by the queue for check-in or bag drop within a defined airline check-in area, up to the point that the passenger reaches the check-in desk or bag drop desk/kiosk. Airlines achieving 95% or higher are considered to have met the target successfully.



AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	753,433	99.70%	Thomas Cook Airlines	52,094	92.43%
British Airways	300,853	98.95%	Virgin Atlantic	50,398	100%
Norwegian	221,241	100%	Emirates	39,890	97.46%
TUI	82,967	100%	Aer Lingus	26,655	99.76%
Vueling	58,267	97.71%	Turkish Airlines	14,406	100%
Ryanair	55,289	99.07%	All other airlines	164,760	98.95%

SPECIAL ASSISTANCE STATISTICS

MARCH 2019



Gatwick provides a range of services to passengers with reduced mobility (PRM) or who require special assistance.

For information on how to access these services please go to gatwickairport.com/prm

Number of flights with passengers needing special assistance met			13,588
Number of passengers needing special assistance met			51,251
Percentage of pre-notifications at least 48 hours before flight*			75.21%
Number of compliments received (per 1000 PRM passengers)	12 month average	0.62	March 2019 0.31
Number of complaints received (per 1000 PRM passengers)	12 month average	1.19	March 2019 1.35

* Passengers' pre-notification to their airline is required by EU regulation EC 1107/2006/.
Pre-notification furthermore helps us provide a better service.

SPECIAL ASSISTANCE STATISTICS

MARCH 2019

departing April to September

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	100%	98.99%	100%	100%	100%	99.90%
20 mins	90%	100%	100%	100%	100%	100%	100%
30 mins	100%	100%	100%	100%	100%	100%	100%

* waiting time once passengers requiring special assistance made themselves known.

SPECIAL ASSISTANCE STATISTICS

MARCH 2019

arriving April to September

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	66.38%	68.84%	65.56%	74.29%	74.76%	75.92%
10 mins	90%	76.53%	78.19%	76.02%	85.79%	86.10%	86.49%
20 mins	100%	88.68%	88.02%	87.49%	96.22%	97.62%	97.76%

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	91.41%	89.83%	88.20%	96.51%	97.27%	97.54%
35 mins	90%	95.46%	95.04%	94.42%	98.58%	98.79%	98.92%
45 mins	100%	97.44%	97.60%	97.37%	99.43%	99.70%	99.55%

* time assistance available at gate from arrival on chocks.

SPECIAL ASSISTANCE STATISTICS

MARCH 2019

departing
October to March

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	100%	100%	100%	98.99%	96.65%	98.56%
20 mins	90%	100%	100%	100%	99.36%	97.99%	99.10%
30 mins	100%	100%	100%	100%	99.68%	98.65%	99.38%

* waiting time once passengers requiring special assistance made themselves known.

SPECIAL ASSISTANCE STATISTICS

MARCH 2019

arriving October to March

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
5 mins	80%	80.05%	84.95%	81.58%	87.01%	87.16%	84.65%
10 mins	90%	89.68%	92.99%	90.71%	93.94%	93.82%	91.47%
20 mins	100%	98.50%	99.11%	98.31%	99.36%	98.91%	97.64%

Standard*	Target	October	November	December	January	February	March
25 mins	80%	98.36%	98.87%	98.20%	98.98%	98.03%	97.78%
35 mins	90%	99.20%	99.76%	99.07%	99.69%	99.06%	98.82%
45 mins	100%	99.59%	99.90%	99.38%	99.85%	99.58%	99.38%

* time assistance available at gate from arrival on chocks.

ON-TIME PERFORMANCE

MARCH 2019

YOUR LONDON AIRPORT
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departures on-time performance

Percentage of flights departing Gatwick within 16 minutes of the scheduled time

AIRPORT
OVERALL

March 2019
75.4%



arrivals on-time performance

Percentage of flights arriving at Gatwick within 16 minutes of the scheduled time

AIRPORT
OVERALL

March 2019
73.9%

ACI ASQ – HOW DO WE COMPARE?

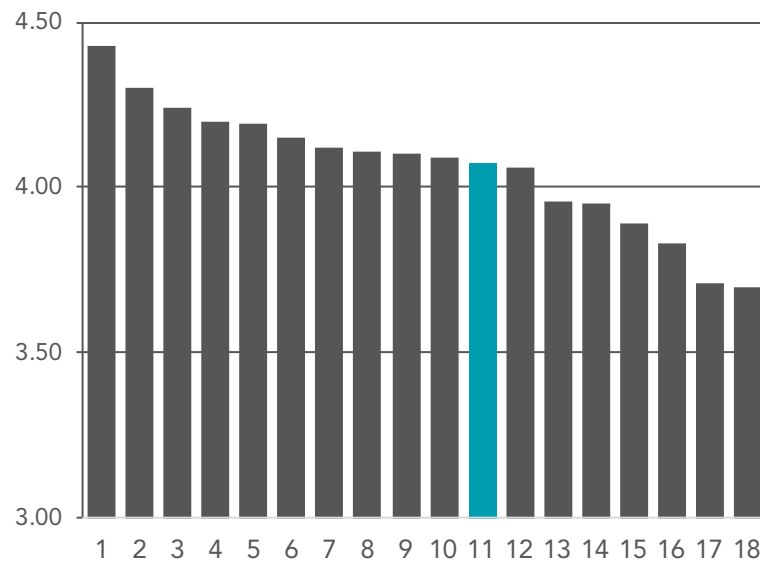
Q4 2018



Airports Council International produce a measure of overall satisfaction with the airport. It shows how we compare against a panel of 18 European competitor airports, as well as how our score (out of 5) has changed over time.



Gatwick ranked 11 out of 18 in Q4 2018



How we have performed over time

